

reference
guide

Eureka.cc for public or academic libraries

user account
version 2.0



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825 Querbès Avenue
Outremont (Quebec)
www.cedrom-sni.com

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1.0 WHERE TO START?

Eureka.cc offers 2 types of searches: to find articles using keywords use the **document search**. If you want to view a newspaper's content as you would with microfiches then use the **PDF newspaper search**.

Use the **document search** to find information on specific topics. For a Google-style query, use the **simple search**, or try the **advanced search** for complex search strategies.

With the **PDF newspaper search**, view a virtual publication - select a title and a date to display the newspaper page by page. You will see the layout, the pictures and elements that cannot be found with the document search such as classifieds and caricatures.

Note: PDF newspaper search is available only if the option is included in your library's subscription.

To reset the application, click **New session** at the top of the screen.

Important:

Documents obtained through Eureka.cc are for individual use only. Please read the licence agreement for further details.

2.0 DOCUMENT SEARCH

With the document search, find pertinent documents using search keys and logical operators. The system identifies documents containing the queried words or expressions by searching in specific parts of the document: text body, author, publication title, etc. We offer 2 search forms: simple and advanced

If you're new to document searching, try starting with a simple search. Enter one or more words describing your topic in the **I am looking for** field and click **Search**.

The advanced search gives you the power of logical operators and search keys to precisely identify relevant documents.

Your search results are displayed below the simple search form. Click a document's title to display it in the panel on the right of the screen. Save or print the document by clicking the icons at the top of the panel.

The folder is a virtual storage space where you can add documents from multiple requests. Save or print documents or references for later use.

2.1 Simple search

The simple search is an easy and effective way of finding information. The search form has 3 parts:

- A field labelled **I am looking for** where you write the words or expressions describing what you want to find.
- A list of predefined **group of information sources**. You can launch a search in all the available sources or select a subset of sources defined by your library. To limit your query to a single source, use the advanced search.
- A set of predefined time periods to narrow your search in time.

To refine your query even more, try the advanced search or refer to our search tips.

To make a simple search:

1. Enter one or several words in the **I am looking for** field.
2. **Optional:** Select the group of sources in which you want to search. The default value is all available sources.
3. **Optional:** Select a time period.

Restriction: The major newspaper's electronic archives are available since the end of the 1980's. The option "before 1980" offered in the period dropdown is to be used with selected specialized publications only.

4. Click **Search**.

The search results are displayed below the search form.

Tip: Narrow your search by clicking **Refine the search**.

2.2 Advanced search

With the advanced search, create complex queries with search keys and logical operators. Read our search tips to learn how to build queries.

- To find a word or an expression anywhere in the text, or if you want to write the keys and operators yourself, use the **I am looking for** field.

Tips:

- Use the links above the **I am looking for** field to easily add operators and search keys.

- To find keywords or expressions in specific parts of a document, use the fields linked with the operators AND, OR and WITHOUT. Select the part of the document with the drop-down menu at the end of the field. The search keys - the values from the drop-down menu - are:

- **in the author name**

The author's first and last names. It also includes the name of news agencies such as Reuters

- **in the lead**

The title, the kicker and subhead of a document, the title or the name of a column, as well as the beginning text of a document.

- **in the section**

A section is defined as a newspaper section or heading. Section names vary from one source to another. For example, *SECT=news* allows you to find documents published in the news section or column of a publication.

This key is also used to specify a regional edition of major dailies, for example, to restrict your search to the Loire edition of Ouest-France, a French newspaper, write *Loire* in one of the fields and select **Section** from the drop-down menu.

Attention: Search by section is not available in all sources. If you launch a search using this key in sources where it is not available, you will get no results.

- **anywhere in the text**

Search the entire documents, including title, kicker, subhead, captions and authors.

- **in the title**

Search the titles, kickers, subheads, and columns and news folders titles.

For example, *TIT_HEAD=monetary* allows you to find documents containing *monetary* in the kicker, title or subhead, as well as in the column or news folder name.

- Select in which sources you want to search. A drop-down menu shows the source groups defined by your library. The source list shows the titles included in the selected group

Tips:

- Use the checkboxes to select specific sources. Select or unselect all using the buttons above the list.
- To find a specific title, enter the first letters of its name in the box identified by the icon . The list is then filtered showing only the titles containing the given string.

- Select a time period. Select one of the pre-defined periods from the dropdown menu, or choose a precise date or interval.

Restriction: The major newspaper's electronic archives are available since the end of the 1980's. The option "before 1980" offered in the period dropdown is to be used with selected specialized publications only.

- Click the **Search** button to begin the search.

The expert search window closes and the results from your query are displayed beneath the simple form.

Note: The terms from your query have been transferred into the simple form. If you defined your own source group or time period, the form will show **specified sources/specific period**.

Tip: Narrow your search by clicking **Refine the search**.

2.3 Search keys

By default, the system searches for the keywords in the entire document. The search keys allow you to perform more accurate searches. You can search for keywords in certain parts of the document only, such as the title or lead, or according to the document's characteristics, such as the author's name or the length of the text.

The available keys are:

Keys	Descriptions	Document types
AUT_BY	Search for documents written by a specified author. You can also search for a news agency's name or the anchor's name for broadcast transcripts. For example, <i>aut_by=Reuters</i> returns documents from the <i>Reuters</i> agency.	News articles
CHR_COL	Search for documents in a column the name of which contains the specified word(s).	News articles

Keys	Descriptions	Document types
	For example, <i>CHR_COL=gastronomy</i> allows you to find news articles published in any column containing the word <i>gastronomy</i> .	
DOS_SER	Search for documents published or broadcast in a "special news folder"; these news folders are often related to special events, such as the elections, the Olympics or the war in Iraq. For example, <i>DOS_SER=Olympics</i> allows you to find documents published in any news folder that contains <i>Olympics</i> in its title	News articles
EDITION	Search in a particular edition of a document. For example, <i>EDITION=first</i> allows you to find documents in the first edition of various information sources. Note: The edition classification system varies according to the editors/publishers.	News articles
ILL	Search among captions and formats of attached documents, and names of photographers/authors of the illustrations related to the document. For example, <i>ILL=Bush</i> allows you to find the documents with illustrations that contain <i>Bush</i> in the caption, while <i>ILL=gif</i> allows you to find documents with gif-format images.	News articles
INDUSTRY	Search for documents related to a specific industry sector. For example, <i>INDUSTRY=computer and electronics industries</i> allows you to find documents related to the computer and electronics industries. The available industry sectors are: • Aeronautics and aerospace industries • Agriculture • Agri-food industries • Sporting goods industries • Insurance • Automobiles • Banks and financial institutions • Stock market and stock exchange • Rubber industries • Chemicals industries • Retail trade • E-commerce • Construction and real estate • Energy	Articles

Keys	Descriptions	Document types
	• Environmental industries • Machinery and military industries • Medical equipment • Hotel, restaurant and tourism industries • Printing • Cultural industries • Computer and electronics industries • Roads, highways and bridges • Railway equipment industries • Metal and mineral industries • Furniture industries • Mining industry • Fisheries and commercial hunting • Oil and petrochemical industries • Pharmaceutical and biotechnology industries • Plastics industries • Postal and courier services • Press • Forest products, wood and pulp and paper industries • Luxury goods industries • Advertising and marketing • Professional services • Entertainment and leisure industries • Radio and television networks • Tobacco industries • Telecommunications • Textile and clothing industries • Aircraft, airports and related services • Public transit • Railways, railway stations and related services • Ships, ports, and related services • Road transport • Recreation vehicles industries	
LEAD	Search in the document lead. The lead includes the title, the kicker and subhead of a document, the title or the name of a column, as well as the beginning text of a document. The text at the beginning of the document goes from the	News articles

Keys	Descriptions	Document types
	first line to the end of the second paragraph longer than 15 words. If the first 4 paragraphs are shorter than 15 words, the lead ends at the end of the 4th paragraph. For example, <i>LEAD=Iraq</i> allows you to find documents with Iraq in the lead.	
LG	Searching through documents of a certain length. The possible values are "brief" (less than 100 words), "short" (from 100 to 299 words), "medium" (from 300 to 700 words) and "long" (more than 700 words). For example, <i>LG=brief</i> allows you to find documents of less than 100 words.	News articles
PAGE	Search among documents published on a specific page. Page numbering varies from one information source to another (1, 2, 3...; A1, A2, A3...; A01, A02, A03...). For example, <i>PAGE=B01</i> allows you to find documents published on page B01 of any information source using such a page-numbering system. Note: Search by page number is not available for all news article sources.	News articles
SECT	Search within a section. A section is defined as a newspaper section or heading. Section names vary from one source to another. For example, <i>SECT=news</i> allows you to find documents published in the news section or column of an information source having such a section. This search key is also used to limit the search to a regional edition of major French dailies such as Ouest-France. Attention: Search by section is not available in all sources. If you launch a search using this key in sources where it is not available, you will get no results.	News articles
SO_SEC	Search in the regional information sources of a group of publications. For example, "<i>SO_SEC = The Westmount Examiner</i>" allows you to find all the articles published in the Westmount Examiner or in any of the Transcontinental regional newspapers group.	News articles
SUJ_KW	Search the documents associated to a specific topic using the automated indexer. Available topics are: • Accidents, disasters and weather • Accidents, injuries and safety • Climate and natural disasters	News articles

Keys	Descriptions	Document types
	• Civil defence and public safety • Arts and culture • Visual arts • Cinema • Dance • Humour • Books • Music • Radio and television • Theatre • Cultural events • Consumer goods • Food • Pets • Automobiles • Cuisine and restaurants • Home, gardening and decoration • Fashion • Law and justice • Crimes and misdemeanors • Law and jurisprudence • Human rights and freedom • Legal system • Economy and management • Public administration • Unemployment • International trade • Contracts, bids and calls for tenders • World economy • Corporate finance • Personal investments and finance • Acquisitions, mergers and takeover bids • Business administration and management • Inflation, prices and salaries • Interest rates • Taxation and income tax • Labour and employment	

Keys	Descriptions	Document types
	- Politics and government - Foreign aid - Arms - Armed conflicts - National defence and armed forces - Elections - Espionage and counter-intelligence - Law and regulations - Foreign relations - Political parties - Terrorism - Religion, philosophy and ethics - Science and technology - Astronomy and space exploration - Biology - Patents and inventions - Research centers - Medicine - Animal care - Standards and standardization - Chemistry and physics - Information technologies and multimedia - Humanities and social sciences - Architecture and urban planning - Education - Environment and pollution - History, archaeology and genealogy - Housing - Media and information - Psychology and human behaviour - Health and social services - Adoption - Alcoholism and drug abuse - Population and demography - Riots and demonstrations - Language and linguistic issues - Sexuality and morals - Suicide	

Keys	Descriptions	Document types
	- Amerindian and native people - Women - Homosexuality - Immigrants, emigrants, minorities - Youth - Disabled persons - Senior citizens - Sports and leisure - Travels, adventures and tourism	
SUJ_KW_T	Search documents dealing with a specific topic, a person, business or geographical location. For example, <i>SUJ_KW_T=Australia</i> allows you to find documents about Australia.	News articles
TEXT	Search the entire documents, including title, kicker, subhead, captions and authors. For example, <i>TEXT=Olympics</i> allows you to find documents containing the word Olympics somewhere in the text.	News articles
TIT_HEAD	Search the titles, kickers, subheads, and columns and news folders titles. For example, <i>TIT_HEAD=monetary</i> allows you to find documents containing <i>monetary</i> in the kicker, title or subhead, as well as in the column or news folder name.	News articles

2.4 Logical operators

A logical operator is an expression that indicates to the system how it should use specified keywords for the search.

When you enter a search expression, a sentence for example, the system searches each of the words as if you had separated them with the default logical operator. The default operator is **AND**, but can be reconfigured by your library.

Some operators have different spellings. For example, to use AND, write *&*, *ET* or *AND* (upper or lower case). Note that the system is not case sensitive.

The available operators, in order of priority (highest to lowest) are:

truncation: *

The truncation operator is used to find the words starting with the character string given. You use it to include variations of a word (plural, alternate spelling) in a search.

For example, *colo** returns documents having at least one word starting with *colo*, such as *color*, *colour*, *colors*, *colours*, but also *Colorado* and *colormaps* and even the French *coloris* if the search is not limited to English sources.

Note: The string must contain a minimum of four (4) letters.

word variation: +

The word variation operator is used to search for words of the same type in the same family. For example, a query containing the variations of a noun will find the singular and plural forms of that noun; with a verb, the query will look for all the tenses. Since the variation operator does not work with partial word, the keyword must be whole.

For example, *policy+* will return documents containing at least one of the words *policy* or *policies*, whereas *eat+* will return words such as *eat*, *ate*, *eating* and *eaten*.

Note: Documents containing homographs may be displayed in the search results. For example, *lead* is a metal but also a verb meaning "to direct". For better results, add contextual keywords such as *lead + metal*.

parentheses: ()

Parentheses are used to isolate or group parts of a search equation to impose a particular processing order.

For example, *war AND (peacekeeper | peace)* displays documents containing the expression *war* and at least one of the following words *peacekeeper* or *peace*. If no parentheses are used, the system displays documents containing both *war AND peacekeeper OR* documents containing the word *peace*.

frequency: >n

The frequency operator only displays the documents in which the specified keyword(s) appears **more than *n* times**, where *n* is a number.

For example, *war >5* displays all documents containing the word *war* at least five times.

Note: Occurrences of a word can be found in the title, main text and related concepts. As the system displays the five most pertinent concepts only, a returned document may not appear to have the given number occurrences.

exact expression: " "

The exact expression operator is used to group words so they are processed as a single unit. Expressions specified within quotation marks are processed as words joined by the localness operator.

For example, "*federal parliament*" displays all documents containing the word *federal* adjacent to *parliament* and "*profits go up*" provides the same search results as *profits \$1 up*.

Note: See the end of this section for more information on blank words.

adjacency: \$n adj ADJ

The adjacency operator is used to retrieve documents containing specified keywords or expressions **in a specific order and separated by at most *n* words**.. The difference with the proximity operator is that in this case, the order is important.

For example, *war \$3 peacekeeper* displays all the documents containing the word *war* **followed by** the expression *peacekeeper* separated by 3 words or less. This will help to find documents about the role of peacekeepers in a war.

proximity: %n prox PROX

The proximity operator is used to retrieve documents containing the specified keywords or expressions at a distance of at most *n* words from each other, where *n* is a number. The difference with the adjacency operator is that in this case, the order is NOT important.

For example, *war %3 peacekeeper* displays all the documents containing the word *war* **preceded or followed by** the word *peacekeeper* separated by 3 words or less.

paragraph: @ par PAR

The paragraph operator is used to retrieve all documents containing specified keywords or expressions **within the same paragraph**.

For example, *war @ "peacekeeper"* displays all the documents containing the words *war* and *peacekeeper* within the same paragraph.

sentence: #

The sentence operator is used to retrieve all documents containing specified keywords or expressions **within the same sentence**.

For example, *war # peacekeeper* displays all the documents containing the words *war* and *peacekeeper* within the same sentence.

boolean AND: & et ET and AND

The coordination operator "and" is used to display all documents containing **all** the specified keywords and expressions, regardless of their positions in the text.

For example, *war & "peacekeeper"* returns all the documents containing both the words *war* and *peacekeeper*.

boolean WITHOUT: ! sans SANS without WITHOUT

The exclusion operator is used to retrieve all documents that **do not contain** a specified keyword or expression.

For example, *war !guns* displays all the documents containing the word *war* without the word *guns*.

boolean OR: | ou OU or OR

The union operator is used to retrieve all the documents containing **at least one** of the specified keywords or expressions, regardless of their positions in the text.

For example, *war | guns* displays all the documents containing at least one of the keywords *war* or *guns*.

Attention:

There are blank words! These are words without any particular informational value; they are interpreted as localness operators.

For example, words such as "the" and "those", logical operators and also short words such as "and", "of" and "except" are blank.

For example, *City of Sydney* is the same as *City \$1 Sydney*. All documents containing the words *City* and *Sydney* separated by no more than one word are displayed.

2.5 Viewing a document

Eureka.cc's main purpose is to help you to find news and archives documents. Through this service, you can read, save and print documents found by a search. In some cases, you can even view an image of the physical paper page where the article was printed.

Tip:

To save or print several documents at a time, first transfer them to a folder.

To view a document, **click its title** from either the search result list or the folder content. The document text is then displayed in the right panel. From the document view, you can:

-  *Add a document to the folder:*
Click the *Folder* icon in the search result list
The document is added to the folder. The icon next to the article's title changes to show that the document is in the folder.
-  *Save document:*
Click the *Save* icon.
A new window appears asking if you want to save the article's full text or just its reference. You also need to select the saving format.
If you choose HTML, a new browser window opens, displaying the content of the file you are saving. Click **Save** to complete the action.

-  *Print the document:*
Click the *Print* icon.
A new window appears asking if you want to print the article's full text or just the reference.
A new browser window opens, displaying a preview of the file you are printing. Click the **Print** button to complete the action
-  *View the document full screen:*
Click the *View full screen* icon.
The document's complete text is displayed in a new browser.
-  *View the document in PDF format:*
Click the *View PDF page* button.
A new browser displays the complete page in which the article was published with Adobe® Reader®.

Important: PDF is not available for all sources. For more details, ask your library's staff.

-  *View the additional information:*
Some documents include graphical elements such as tables and graphics. When available, they are added at the end of the document. Click this link to go directly to the document's attachments at the end of the page.
To view an image, click its title. A new browser displays the image.
- Additional information is available at the end of the document text:
 - **Also published in** gives the titles of other sources that published the document.
 - **See also** suggests articles dealing with a topic similar to the one displayed.

2.6 Using the folder

The folder is a temporary space for saving and printing documents resulting from different searches in a single step. Its content is always visible on your screen's top right corner. Note that folder operations are applied to all the folder's documents

The operations are:

-  *Add document to folder:*
Click the *Folder* icon in the search result list
The document is added to the folder. The icon next to the article's title changes to show that the document is in the folder.
-  *Remove document from folder:*
Click the *Remove* icon in front of the document's title in the folder.
The document is removed from the folder.
-  *Save folder documents:*

Click the **Save** icon at the top of the folder's document list.

A new window opens asking you if you want to save the articles complete text or the references only, as well as the saved file format.

If you choose HTML, a new browser window opens, displaying the content of the file you are saving. Click the **Save** button in this new browser to complete the operation.

-  *Print the folder's documents:*

Click the *Print* icon at the top of the folder's document list.

A new browser window opens, displaying a preview of the file you are printing. Click the **Print** button to complete the action

-  *Remove all the documents from the folder:*

Click the button **Empty folder** in the **folder's** top right corner.

All the documents are removed from the folder. The documents list is replaced with the note *The folder is empty*.

Tip: To view a document from the folder, simply click its title!

3.0 PDF NEWSPAPER SEARCH

Important: PDF newspaper search is available only in libraries having PDF sources in their subscription. Ask your library's staff for details.

In addition to the document search, Eureka.cc offers a large selection of newspapers digitized in PDF format. What we mean by that is images of the newspaper pages as they were printed on paper. You can then see the layout, pictures and photographs, ads and content that is not available in the document search such as classifieds and cartoons.

To find a digitized newspaper:

1. Select a title from the list;
2. Select the publication date;
3. **Optional:** Enter a page number. If no number is entered, the application displays the paper's front page.

Note: Page numbering varies greatly among newspapers. Some have a simple numbering system of the type '1,2,3,' etc., while others go by section, (e.g. *sports1*, *sports2*, *sports3*). If you don't know the numbering system of the newspaper you wish to read, leave this field empty.

Adobe® Reader® opens in a new browser window, displaying the requested page. To browse through the newspaper, use the arrows to the left of the image.

You can save or print individual pages using your browser buttons.

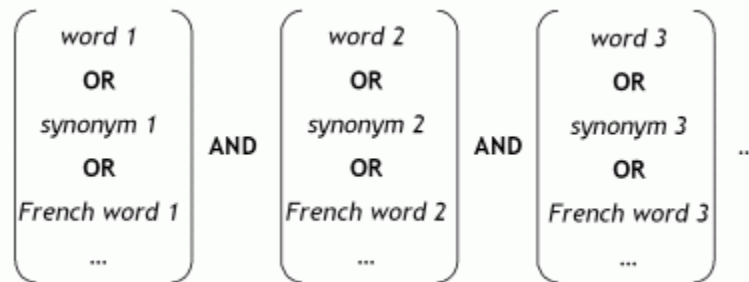
4.0 SEARCH TIPS

Here are a few tips to help you improve your queries in order to find relevant documents efficiently.

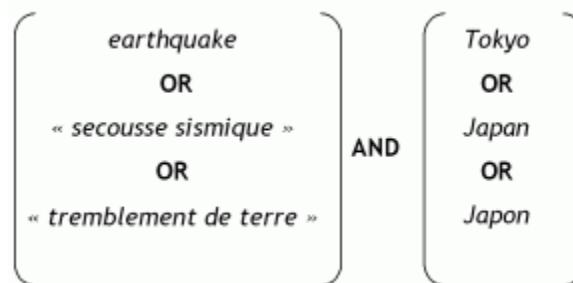
Take advantage of the logical operators

With the advanced search, you can easily add the **AND**, **OR** and **WITHOUT** operators. Here are a few tips to understand their use:

- Don't confuse AND and OR!
As a rule of thumb, use OR between synonyms and AND to add a precision or a concept. When you write OR, think "or else"; when you write AND, think "and also".
AND is more restrictive than OR. With a query such as *car AND hybrid*, you will get documents having **both** the words *car* and *hybrid* whereas with the query *car OR hybrid*, you will get, in addition to documents containing both words, those having only *car* and those with only *hybrid* - a much larger number of results. In a situation like that, use AND.
In some cases however, the OR is more appropriate: to find more about "global warming", you may want to find articles with the expressions:
"global warming" OU "Kyoto protocol" OU "greenhouse effect".
- Use quotations to find an exact expression:
"municipal elections"
- When combining operators, use parenthesis. It doesn't change anything for the application, but it makes it easier for you to make sure the query is built correctly.
For example, to find information about festivals in Montreal and Toronto, use the following query:
festival AND (Montreal OR Toronto)
- If your query contains synonyms or if you want to include words in both English and French, we recommend the following structure:



For example, to find information about earthquakes in Japan, use the following query:



Which is written like this ("*tremblement de terre*" OR "*secousse sismique*" OR *earthquake*) AND (*Japan* OR *Japan* OR *Tokyo*)

Tips:

- You can add logical operators in all the search fields.
- Refer to the logical operator list for more information.
- Search keys may also help you narrow your searches. See the complete search key list for more details.

What can I do when I get to many results?

Your query is too vague. You can:

- Use the AND operator to add keywords
- Eliminate irrelevant documents by excluding unwanted expressions using WITHOUT. For example, to find information about terrorist attacks having no link to islamic groups, try:
(*terrorism* OR *terrorist*) WITHOUT ("*al-quaida*" OR "*al-qaida*")
- Limit your query's time period If your looking for information about a past event, select a time period around that event.
For example, for documents about the Y2K bug, limit your search to the last months of 1999.
- Limit the sources in which you want to search. For example, select a few major newspaper instead of searching all the content.

What can I do if I don't find anything?

Your query is too restrictive. To expand it, you can:

- Check the spelling of your keywords and expressions.
- Add synonyms linked with the operator OR to your query.
- Add alternate spelling (e.g. colour/color) or plural forms (e.g. policeman/policemen).
Refer to the complete list of logical operators to learn more about truncation and word variation operators.
- Add French expressions to your query. To find documents in French sources, the keywords must be in French.
- Remove terms linked by AND, or use OR instead.
- Remove keywords restrictions built with the operator WITHOUT.
- Expand the scope of your search by adding sources and using a larger time period.

What can I do if the documents found are irrelevant?

Your query is probably too vague.

Try to:

- Add words to limit the context.
For example, use "*federal elections*" instead of "*elections*".
- Limit the search to the **title** or the **lead** with the drop-down menus.

- Limit your search to specialized sources.

5.0 MINIMUM REQUIREMENTS

Eureka.cc is a Web application You don't need to install anything on your workstation. However, to take full advantage of the application, you should have:

- Internet Explorer version 5.5 or more recent. The application is optimized for Explorer 7.0 and more recent.
- **OR:** Firefox 1.5 and more.
- Adobe© Reader© version 7 or more for PDF documents display. To download Adobe© Reader© , visit www.adobe.com.
- A minimum screen resolution of 1024 x 768 pixels.

Important: Actions such as printing, saving and viewing PDF documents require a new browser window. Your pop-up blocker must recognize our URLs as authorized sites.

6.0 TUTORIALS

See the tool in action with our tutorials. They are available throughout this on-line help and are listed here for your convenience.

Search	Document management
• Simple search • Advanced search	• Manage documents using folders • Print documents or reference list • Save documents

7.0 FAQ - FREQUENTLY ASKED QUESTIONS

Why can't I access today's newspapers?

Many publishers place an ban on their content. The ban usually lasts from 24 to 72 hours for dailies, and one issue for periodicals. This ban was established to support copyright protection.

Why can't I access the most recent issue of a periodical?

Many publishers place an ban on their content. The ban usually lasts from 24 to 72 hours for dailies, and one issue for periodicals. This ban was established to support copyright protection.

Some parts of the screen are not visible or cut off. What can I do?

Increase screen resolution to 1024 by 768 pixels. If you cannot change this setting, press F11 on your keyboard to view the page at full screen. Hit F11 again to exit full screen mode.

At the end of each article, what does the statement "*for personal and temporary display purposes*" mean?

This statement is a reminder of the usage policy of articles. Articles displayed through the service of CEDROM-SNi Inc. are protected under Canadian and international copyright laws, and are the exclusive property of the copyright owners. As such, articles retrieved through this service are intended for individual use and cannot be reproduced or distributed, whether on paper or in electronic format, without the prior written consent of CEDROM-SNi. Any commercial use or resale of these articles is strictly prohibited.

What is the difference between "new session" and "log off"

These buttons have similar effects. When clicking **New session**, you terminate the current session: the folder is emptied, the current search is deleted, but you stay in the Eureka.cc web site. A new session is automatically opened and you can start a new search immediately.

On the other hand, when you click **Log off**, the session is terminated and you are directed to a page outside the application. Log off is used mainly when accessing the service remotely.

What should I do if I'm unable to find articles relevant to my search?

At times it is difficult to construct a query to find the exact information. Here are your options:

- See our searching tips to learn how to optimize your queries using operators and search keys.
- Libraries often give training or a reference service to their users. Ask the staff at your library.

How can I view the pictures attached to an article?

Generally, publishers provide only the text appearing in their publications. However, graphics such as tables or images that are available through Eureka.cc can sometimes accompany documents. Please note that photographs are not included in these graphics.

On the other hand, PDF versions of many documents are available. The PDF document is actually an image of the newspaper page containing the article. When you view an article in PDF, you see the entire page, including any picture it may contain.

Nothing happens when I click the icon to view a PDF. Why?

Make sure your browser popup blocker accepts popups from our site. The PDF image is displayed in a new browser window. Depending on your security settings, your browser may block this new window. Make sure pop-ups from our site are accepted.

I run a PDF newspaper search and nothing happens. Why?

Make sure your browser popup blocker accepts popups from our site. The PDF image is displayed in a new browser window. Depending on your security settings, your browser may block this new window. Make sure pop-ups from our site are accepted.

I can't print or save anything! The print or save window opens, but then nothing happens Why?

Make sure your browser popup blocker accepts popups from our site. When printing or saving documents or references, a print preview (or save preview) is displayed in a new browser and you complete the operation from there. Depending on your security parameters, this new browser may be blocked.

I cannot print documents. Why?

Eureka.cc's print function is controlled by your library. For further information, please ask your library's staff.

You can still save documents and references and print them later at your convenience.

What is the archives start date?

The date is different for every source. For more information, use our online source search tool.

Which sources are available in Eureka.cc?

CEDROM-SNi constantly adds new sources to its databases. To find out the sources available, consult our on-line sources directory.

On-line sources directory

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